

Annual Report 2016

**Missouri State Rehabilitation
Council for the Blind**

Making a Difference, Touching Lives, Giving Hope

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**Missouri State
Rehabilitation Services for the Blind**

*FFY 2016
Return on Investment*

In FFY 2016,
Rehabilitation
Services for the Blind
closed 238 client cases
in Competitive
Employment

Earning annual
salaries totaling
\$5,102,075 and paid
\$916,062 in Federal
and State Taxes.

In 2.7 years,
these blind/
visually impaired
Missourians will
pay back in taxes
what it cost to assist
them into successful
employment.

Purpose of the State Rehab Council

The Missouri State Rehabilitation Council for the Blind was established in February 1993 by Executive Order 93-01 to:

Act as a forum through which citizens with blindness, parents, providers, and other interested Missourians can voice their opinions and constructive criticisms, make recommendations and give public recognition for services being performed on their behalf by RSB;

Serve jointly with RSB in its activities to improve the services, programs, and facilities for individuals with blindness and visual impairments;

Receive from RSB information concerning the intents and objectives of RSB so that the Council, in turn, can pass this information on to individuals with blindness.



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Council for the Blind
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From the Chairman of the Missouri State Rehabilitation Council for the Blind

Dear Fellow Missourians:

As Chair of the State Rehabilitation Council for the Blind (SRC), it is my honor to submit, with my colleagues, the 2016 Annual Report. The SRC is responsible for reviewing, analyzing, and advising Missouri Rehabilitation Services for the Blind (RSB), an agency in the Missouri Family Support Division (FSD), on its policies and provision of vocational rehabilitation services to Missourians who are blind or visually impaired. This Council is dedicated to working with RSB to assist visually impaired Missourians in becoming self-supporting and fully participating members of society.

RSB has been working tirelessly to transform agency practices in order to meet the new guidelines of the Workforce Innovation and Opportunity Act (WIOA). WIOA was signed into law in 2014, and regulations for state implementation were released in the summer of 2016. This law will improve the coordination of employment and training services across federal agencies, strengthen collaboration with state and local partners, and provide Americans with increased access to training, education, and other support to succeed in the job market and in their careers. WIOA will be transformative to the national vocational rehabilitation system and how RSB will operate.

During 2016, RSB has continued to work to lead change and meet the growing challenges facing our fellow citizens. At the same time, the agency has faced unprecedented employee turnover and employee recruitment challenges. The agency's work continues to identify and train the best qualified candidates to ensure Missourians who are blind and visually impaired receive the highest quality of service.

Despite these challenges, this report shows that RSB has met key measurable goals and maintained a high level of client satisfaction. The SRC hopes this report provides an informative overview of the activities of RSB; and we would be pleased to answer any questions about this report, the operations of RSB, or the work of the SRC.

Respectfully Submitted,

Clay C. Berry
State Rehabilitation Council Chairman
Director of Education & Rehabilitation at Alphapointe

*Helping me
with services
and equipment
and helping
me find a job
made me feel
useful again.*

RSB Client

Council Members

The membership of the Council is comprised of no more than 21 individuals appointed by the Governor, with the following representation mandated by the Rehabilitation Act.

At least one representative from each of the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- RSB Vocational Counselor
- Community Rehabilitation Program service provider
- State education agency responsible for the public education of students with disabilities
- State Workforce Investment Board
- Disabilities group representing individuals who are blind
- Representative of individuals who have blindness, have multiple disabilities, and have difficulty representing themselves due to disability
- Business, labor and industry
- Advocacy groups for individuals with blindness or other authorized representatives of individuals with blindness who are unable to represent themselves
- Current or former recipients of VR services
- And the Deputy Director of FSD/RSB as an ex-officio member.

Committees

Evaluation Committee: Chair: Betty Farley

Anything that evaluates the performance and/or operation of RSB, such as surveys and annual reports.

Governmental Affairs Committee: Chair: Sheila Wright

Works on things happening at the state and federal level and that are governmental in nature.

Planning Committee: Chair: Dr. Paul Ajuwon

The state plan and any other planning operation of the Council, including the business network issues.

Program & Policy: Chair: Gene Fleeman

Handles new policy and or program items from RSB rather than waiting until the next Council meeting.

Such a positive impact on my life. So much appreciated. Has made daily living & working so much easier. Reduced stress & increased confidence.

RSB Client



From the Director of the Rehabilitation Services for the Blind

Dear Fellow Missourians:

This annual report, presented to you from the Missouri State Rehabilitation Council for the Blind for fiscal year 2016, provides information on the Missouri Rehabilitation Services for the Blind employment program for individuals with visual disabilities.

Rehabilitation Services for the Blind (RSB) has completed another successful year of providing services to assist blind and visually impaired Missourians. In the fiscal year 2016, RSB completed planned services to assist a total of 273 blind or visually impaired individuals to obtain or retain employment. RSB is proud to say that for the last eleven years we have met the federal performance standard of providing services to assist more blind and visually impaired Missourians to work than in the previous years.

There are many different alternative techniques and skills used by blind and visually impaired individuals to overcome the barriers to independent living and economic self-sufficiency, and these are significantly different from the accommodations required by persons with other disabilities.

The process of instructing the blind and confronting the issues and visual demands of everyday life requires separate and categorical agencies serving the blind. This includes highly trained, committed personnel who deliver specialized services and the commitment of the separate State Rehabilitation Council for the Blind, whose members demonstrate a thorough understanding of blindness and the resultant issues in our society.

In the coming years, Missouri Rehabilitation Services for the Blind will be implementing the new Workforce Innovation and Opportunity Act which was passed and signed into law in the summer of 2014. We are beginning to implement some major changes in how we operate our Vocational Rehabilitation Program. RSB is very confident that as we move forward, we will be able to provide those services which blind and visually impaired Missourians have always expected and relied upon to assist them.

In closing, I, along with the Council, offer our sincere appreciation for your interest and support in serving blind Missourians.

Sincerely,
Kevin Faust
Deputy Director
Rehabilitation Services for the Blind

Highlights of 2016

3,980 individuals with blindness/visual impairments served in 2016.

- ♦ **1,264** individuals were served in the Older Blind Independent Living Program, and **605** closed successfully rehabilitated.
- ♦ **409** individuals received case management services in the Prevention of Blindness Program, screening **3,084** individuals for intraocular pressure and other eye conditions.
- ♦ **1,555** individuals served in the Vocational Rehabilitation Program, closing **273** in successful employment.
- ♦ **485** children received services in the Children's Services Program.
- ♦ **267** individuals were served in the Independent Living Program, and **76** closed successfully rehabilitated.
- ♦ **35** Business Enterprise Program facilities, including **1** military installation, **28** managers, employing **836** people, with gross sales at **\$37,594,356**.

I recommend that anyone who is blind or visually impaired should take the steps to help them become more sufficient and they should know whatever disability they have, they matter.

RSB Client

Functions

The SRC's functions include, but are not limited to, acting in partnership with RSB to:

Review, analyze, and advise RSB regarding RSB's performance of responsibilities under Title I of the ACT, relating especially to eligibility for Vocational Rehabilitation (VR) services; the extent, scope and effectiveness of VR services that RSB provides; and functions performed by State agencies that potentially affect the ability of blind individuals to achieve rehabilitation goals and objectives.

Assist RSB with the development and review of the State goals and priorities; assist in the preparation of the State plan.

Conduct a review and analysis of the effectiveness of, and consumer satisfaction with, VR services and other functions performed by State agencies and other public and private entities responsible for performing functions for blind individuals.

Prepare and submit an annual report to the Governor of the State of Missouri, to the Commissioner of the Rehabilitation Services Administration of the U. S. Department of Education, and to the Director of FSD.

Coordinate with other councils within the State.

Provide for coordination and the establishment of working relationships between FSD, RSB and the Statewide Independent Living Council and Centers for Independent Living in Missouri.

Select a pool of individuals to serve as impartial hearing officers for VR applicants and recipients who wish to appeal a decision of RSB.

Martha White Success Story

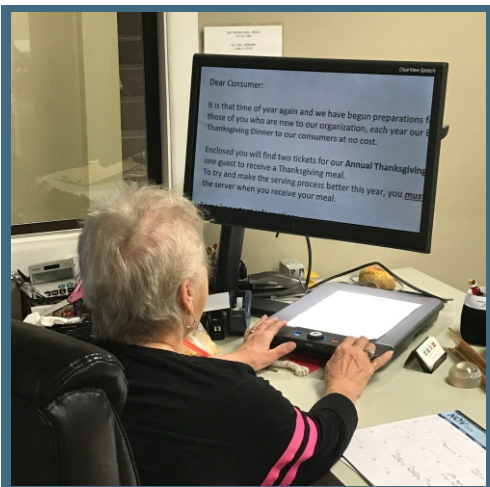
Martha White, of Hannibal, MO, worked as a waitress in the restaurant industry for fifteen years. She began to experience progressive vision loss due to Macular Degeneration, a visual condition that causes central vision loss. In addition, other health conditions led to the amputation of her leg. Because of her strong work ethic, Mrs. White still provided for her five children, sixteen grandchildren, and fourteen great-grandchildren. Eventually she was unable to continue working as a waitress due to her health concerns.



At the Northeast Independent Living Services (NEILS), Mrs. White received services which primarily addressed the physical difficulties caused by her amputation. Martha wanted to give back to those who helped her, and started volunteer work at NEILS. Her volunteer work led to part-time employment where she is now approaching her fifth anniversary working as a secretary. In her role, she helps individuals with disabilities, including individuals with visual impairments. Mrs. White demonstrates adaptive aids such as magnifiers and TAP telephones, and performs in-home assessments. She also provides referrals to agencies such as Rehabilitation Services for the Blind (RSB).

Following an RSB outreach presentation in July 2015, Martha contacted RSB for services. She began working with her Vocational Rehabilitation Counselor (VRC), Daniel Schoenig. She participated in assessments to help determine her rehabilitation needs. Some of those needs included accessing print information and glare reduction.

RSB provided services to Mrs. White, including a CCTV to magnify and access print information. Sunshades provided by RSB gave her needed relief from the glare caused by various lighting sources. In addition, she learned to use adaptive software to access visual



information on the computer. An added benefit of RSB services was that Martha gained a greater understanding of adaptive and assistive aids and devices. Mrs. White uses this knowledge and experience to assist clients of NEILS.

Despite ongoing health concerns, Martha doesn't plan to slow down any time soon. She enthusiastically states that she does not wish to stop working, and wants to learn new things. Mrs. White looks forward to helping her consumers from her kitchen too. Every Thanksgiving NEILS provides meals to those in need. Martha contributes by preparing 20 pumpkin pies and 15 pecan pies. According to her coworkers, the pies are always a big hit.

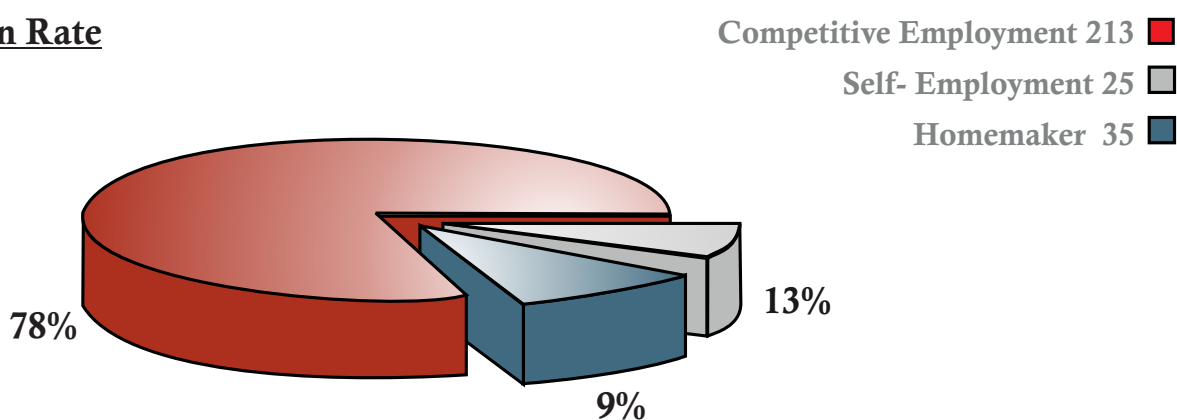
Vocational Rehabilitation Services

Individuals who have a severe visual disability encounter some common barriers to employment. Common barriers recognized are: access to print information, transportation, negative attitudes regarding the skills and abilities of the blind, and marketable 21st Century job skills. Rehabilitation Services for the Blind provides valuable services that effectively address these barriers and others.

In federal fiscal year 2016, RSB successfully rehabilitated 273 Missourians in pursuit of their employment goal. The following data profiles show those successful closures:

Rehabilitation Rate

83.49%



In 2016, through the services of RSB, 273 individuals have been able to gain or retain employment. Their occupations are as follows:

Management	24	Protective Service	2
Business and Financial	5	Food Preparation and	
Computer and Mathematical	4	Food Serving	14
Architecture and Engineering	3	Building and Grounds Cleaning	
Life, Physical, and Social Science	1	and Maintenance	14
Community and Social Service	19	Personal Care and Service	47
Legal	3	Sales and Related	16
Education, Training, and Library	15	Office and Administrative Support	47
Arts, Design, Entertainment,		Farmers, other Agricultural Managers	5
Sports, and Media	13	Construction and Extraction	2
Healthcare Practitioners		Installation, Maintenance, and Repair	4
and Technical	4	Production	11
Healthcare Support	11	Transportation and Material Moving	9

*RSB opened 262 new VR cases in FFY 2016,
and served a total of 1,555 clients.*

The average **annual earnings**
for a successfully Rehabilitated
Client is **\$21,437**

The following information is
based on that amount:

MO State Taxes Paid per
Rehabilitated Client, **\$1,096**

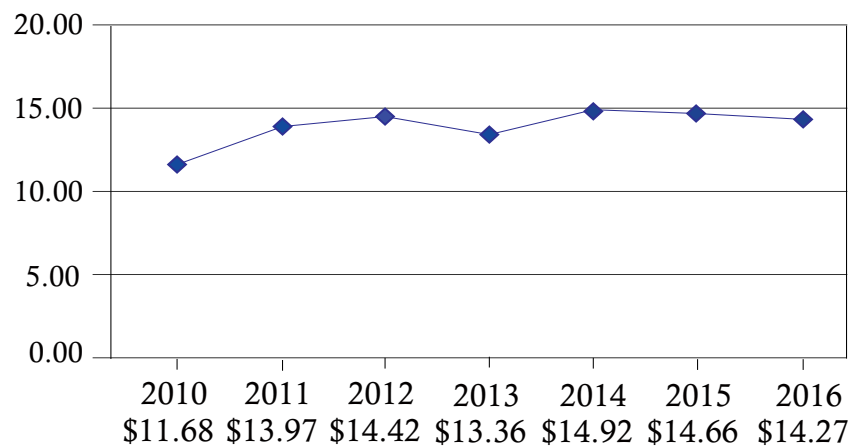
Federal Taxes Paid per
Rehabilitated Client, **\$2,753**

Total Taxes Paid per
Rehabilitated Client, **\$3,849**

Total Combined Yearly
Taxes Paid by all
Rehabilitated Clients
\$916,062

\$14.27
Average
Hourly Wage

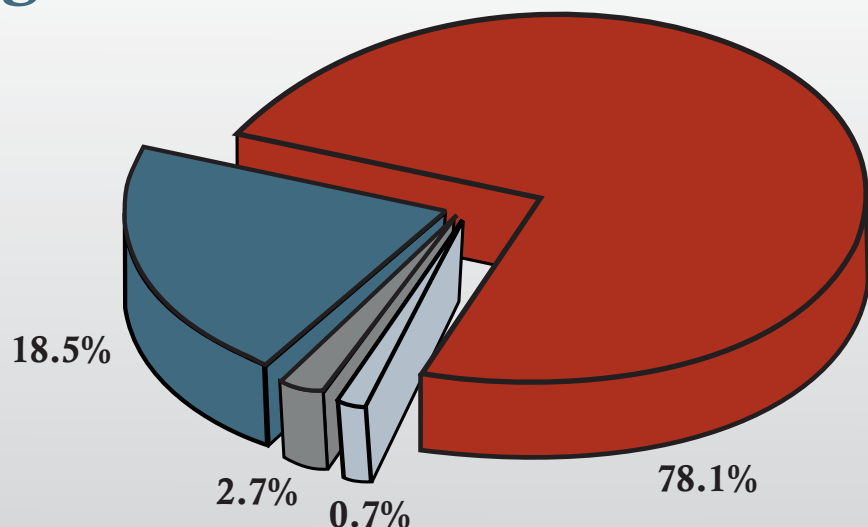
Average Hourly Wage at Closure



State Fiscal Year 2016

Missouri Funding Sources

- Federal Funds
- GR Funds
- BEST Funds
- Donations



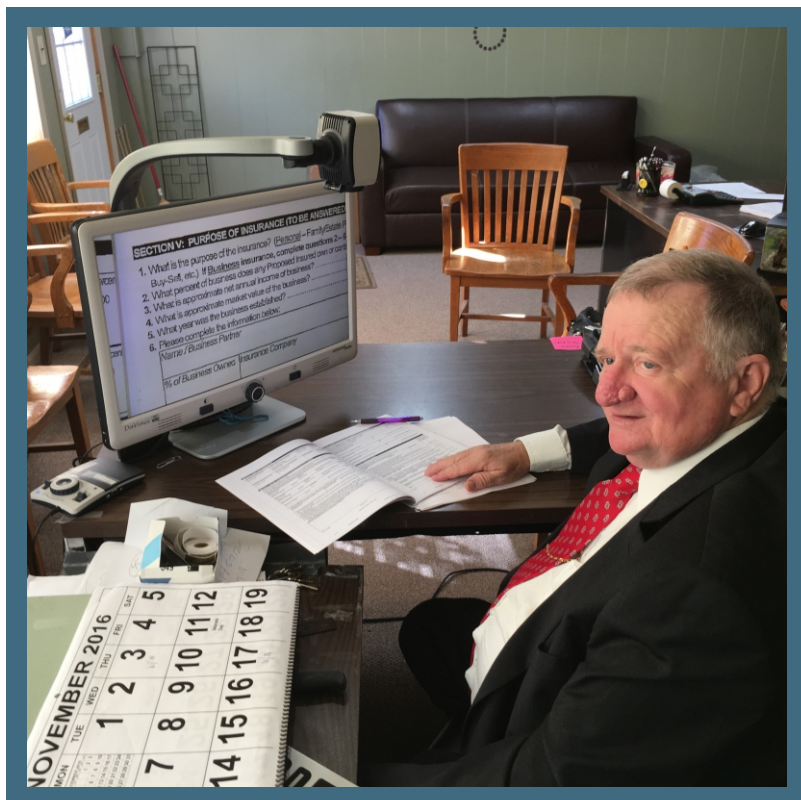
Robert Stuart Success Story

Mr. Robert Stuart, of Marceline, MO, began a successful Insurance Sales business 47 years ago. Several years ago he began having symptoms of Glaucoma and Diabetic Retinopathy. Despite treatments, Mr. Stuart's vision progressively worsened. In addition he suffered from a retinal detachment. He was afraid that he would no longer be able to perform the duties of his position. His vision loss prompted him to sell his business. Thankfully he was retained as an employee.

While attending one of his medical appointments, Robert was informed of Rehabilitation Services for the Blind (RSB). Though he had never heard of RSB, he contacted the local Kansas City office in February 2015. He informed his Vocational Rehabilitation Counselor that he was unable to perform duties of his job, such as completing forms and reading paperwork, and often depended upon other staff to accomplish his tasks. Mr. Stuart described difficulty recognizing faces. He was no longer able to drive, and was dependent upon his wife for many tasks that he was used to doing himself.

Mr. Stuart began working with RSB staff person, Rekha Nanchal, who provided guidance and counseling. Because of her background as a Rehabilitation Teacher, she was able to work with him on daily living skills of blindness, as well as technology. He was provided equipment such as a CCTV, to help with his paperwork. Mr. Stuart discovered another use of his CCTV, and used it to identify clients as they walked through the doorway of his office. He learned to use the Zoomtext magnification software, giving him access to his computer's visual information.

Soon Mr. Stuart's production and business began to increase, as did his confidence in his newfound skills. Since then he began working a weekend job at Walmart as a maintenance worker. Mr. Stuart attributes much of his success to the services provided by RSB. He was very appreciative of Rekha Nanchal, "who has made many trips to Marceline on my behalf and was extremely helpful in helping me master the equipment given to me by the division of the blind."



Client Satisfaction Survey

Client Satisfaction Surveys are administered to individuals after closing their Vocational Rehabilitation case with RSB. These surveys are administered on a monthly basis. Two different surveys are given: a 14-question survey is sent to individuals whose cases are closed in competitive employment, and a similar 11-question survey is sent to individuals whose cases were closed in any status other than competitive employment.

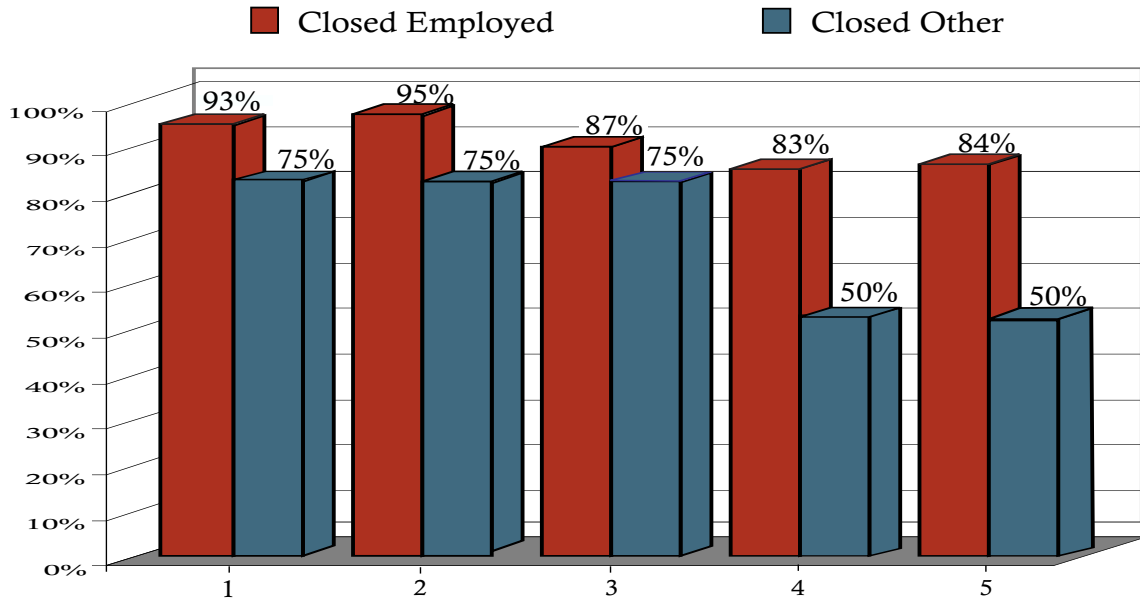
Of the 273 clients closed in competitive employment 92 of the clients returned their survey: a return rate of 34%. Surveys were sent to 32 clients closed in a status other than competitive employment, of those 32 only 4 returned their survey: a return rate of 12%. This information is based on those surveys.

Of the clients that responded to the survey

89% of those closed in Competitive Employment responded positively to the questions on the survey

68% of those closed other than competitive employment responded positively to the questions on the survey

The following is a selection of those questions from the survey and their client satisfaction with RSB services.



1. RSB staff were knowledgeable about my needs as a person who is blind/visually impaired.
2. The choice of services available from RSB was sufficient to meet my needs.
3. I received services from RSB in a reasonable amount of time.
4. RSB staff helped me build my confidence in my abilities.
5. I am pleased with the overall outcome of my experience in the vocational rehabilitation program provided by RSB.

FFY 2016 Blind Agency Standards and Indicators

SUMMARY OF RSB PERFORMANCE

Section 106 of the Rehabilitation Act of 1973, as amended, requires the Rehabilitation Services Administration (RSA) to establish evaluation standards and performance indicators for the vocational rehabilitation (VR) program that include outcomes and related measures of program performance. RSB passed 6 of the 6 federal performance indicators in standard 1, and the required minority service rate ratio in federal performance indicator 2.1.

1555

Served in VR
Program

273

Achieved
Employment

2

More achieved
employment than
last year
S & I 1.1

* The following Standards and Indicators data is based on a 2 year loop of data.

77.4%

Achieved employment after receiving services S & I 1.2

86.6%

Employed in competitive employment S & I 1.3

98.5%

Of the individuals who achieved integrated
employment had significant disabilities S & I 1.4

FFY 2016 Blind Agency Standards and Indicators

GENERAL INFORMATION

There are a total of 80 state vocational rehabilitation agencies or commissions that provide rehabilitation services for individuals with disabilities in the United States and associated territories. Currently, 24 states have a separate vocational rehabilitation agency or commission that provides services exclusively for consumers who are blind or visually impaired. The alternative skills of blindness are markedly different from the skills required by other disabled persons. The methodology of instructing the blind and confronting the issues of blindness in our society require the development of specialized service programs, with service delivery by specialized personnel.

.67

Ratio of average hourly earning in competitive employment to average of all employed in Missouri

S & I 1.5

35.0

Individuals who achieved integrated employment, who had significant disabilities

S & I 1.6

.90

Ratio of the percent of individuals exiting the program with a minority background to those without.

S & I 2.1

113 minorities were served

Year in Review

The SRC analyzed the results of client satisfaction surveys, which were received from RSB clients at the time of case closure. The comments and concerns of the clients were discussed by the SRC.

RSB continued to update the SRC quarterly on the Workforce Innovations Opportunities Act. Public Forums were held quarterly in various locations across the state.

SRC has encouraged RSB to do more for outreach to employers. RSB does local health fairs, job fairs, and had a booth at the State Fair, as well as other types of outreach. The SRC looked into the referral process of RSB.

The SRC committees reviewed the Annual Report, and reviewed goals and strategies for the State Plan.

School referrals were discussed and a network team was suggested to come up with other ways to reach schools.

RSB kept the SRC updated on the vacancies within RSB. The SRC has addressed the legislation regarding the issues regarding the vacancies.

Outreach remains to be an interest to the council, who hopes to see larger numbers of visually impaired clients being served.

*Great program.
All visually
impaired persons,
wanting to work
should utilize this
opportunity.
Thank you so
much.*

RSB Client

Public Forum

The SRC continued to hold public forums throughout the state, allowing individuals to voice opinions and concerns about the services of RSB. To assist those with difficulty traveling, the Council provides phone conferencing.

November: St. Joseph, MO - Delinda Kelly and Paul Bergonzoni shared what services were provided through MERIL. Services include transition, job prep, services for hearing impaired and services for visually impaired.

February: St. Louis MO - Joy Waddell, the Assistant Superintendent of the Missouri School for the Blind, commented and answered questions about the school's programs.

May: Jefferson City, MO - Susan Streit, State Manager of Experience Works, discussed how they assist older blind individuals with employment.

August: Emilo and Gary, Southwest Center for Independent Living, Choices and Empowerment for People (SCIL), explained the core services that are available, including independent living skills training, advocacy, peer support, and transition (Youth). They also offer personal care services, consumer directed services, and in-home services.

Success Story: Allen Alvord

2016 Success Story

In 2013 Rehabilitation Services for the Blind (RSB) and Missouri Vocational Rehabilitation Services (MVR) signed the Deaf-Blind Cooperative Agreement. Allen “Al” Alvord is a client who has benefitted from that cooperation. Diagnosed with Usher's Syndrome at 15 months of age, Al has a progressive vision and a progressive hearing loss.

Allen obtained an Associate's Degree in Automotive Technology from Gallaudet University. He continued his education and earned a Bachelor's degree in Accounting/Business. In 1993



RSB provided Alvord with cataract surgery. Since then he worked as an auto mechanic, accountant, sales and marketing representative and county appraiser. In cooperation with MVR he obtained a Master's Degree in Education from Lindenwood University. He gained valuable experience as an American Sign Language teacher and as a customer service representative and manager for the Communication Access Center for the Deaf. Meanwhile Al received a cochlear implant to improve his hearing, but suffered from complications.

In the spirit of our cooperative agreement, his MVR Counselor referred Al to RSB; and a dual case was opened in 2015. RSB provided services directly related to vision loss; MVR provided services directly related to working with deaf and hard of hearing clients. RSB provided services including rehabilitation teaching, technology, diagnosis and treatment, job search, and low glare tinted glasses. MVR assisted with sign-language interpreting and further job search and placement.

RSB Job Development Specialist, Sharon Silverstein, worked cooperatively with the MVR counselor to assist Al with an Outreach Specialist opportunity at Missouri Relay. He was hired as a contracted Outreach Specialist with MO Relay in March, 2016. Al hosts informational booths, makes presentations, and meets with rehabilitation professionals. Mr. Alvord uses an I-Phone, provided through MO Assistive Technology's Deaf-Blind Equipment Distribution program, and an I-Pad, provided by RSB. His I-Phone and I-Pad allow him to access social media to market MO Relay.

Mr. Alvord states that he enjoys being an Outreach Specialist and welcomes the opportunity to connect individuals with hearing impairments to MO Relay. In his free time, Al enjoys traveling, remodeling, landscaping, visiting antique malls, and spending time with family and friends.

Connie Frazier

2016 Success Story



Mrs. Connie Frazier was diagnosed with Retinitis Pigmentosa, a progressive condition that has severely affected her peripheral vision. Mrs. Frazier describes her vision as “seeing through a straw.” Over time, the progressive nature of her condition caused greater difficulties at home and in the workplace.

Mrs. Frazier works in Sikeston as a supervisor for Corner Cash LLC. There she approves loans, manages payroll and is responsible for monthly reporting. Mrs. Frazier enjoys working and reading, but this often resulted in having to leave work early due to eye strain. Thankfully, her employer recognized that Mrs. Frazier is a valuable employee and was very supportive throughout the rehabilitation process. This support included allowing her to work from home when needed.

When she came to RSB, Senior Vocational Rehabilitation Counselor (SVRC) Donald Goosens began working with Connie's employer to adapt her workspace. Rehabilitation Teacher (RT), Paul Lewis, assessed Connie's workspace and assessed her home environment. Mr. Goosens and Mr. Lewis provided the assessment information to Mrs. Frazier. Together they came up with a rehabilitation plan. At work, this included the Optelec HD Digital Magnifier for reading documents and the phonebook. Sometimes Mrs. Frazier even uses her Optelec HD when shopping. Additional magnifiers were provided for home use. Mrs. Frazier was given training to properly use the magnifiers.

The magnification and additional lighting provided allows Mrs. Frazier to complete forms that she had difficulty with previously. “Some days I have to switch up which one I use for what task according to how my eyes are working. Sometimes I only use the lamp, and sometimes I have better results using the hand held magnifier,” she stated.



RSB provided a 32-inch monitor to use with ZoomText magnification software for times when Connie needs to work from home. For daily living and grooming, Connie uses a lighted mirror and an illuminated magnifier. When cooking she uses an adapted cutting board that has a light and a dark side to help with contrast issues. Because of difficulty reading a timer, she uses a large print magnetic timer that sticks to her refrigerator. “RSB has helped me at work and at home; and I am very grateful for that.”

Vision for the Future

RSB's Vision Statement reads:

An organization of highly skilled and professional staff at all levels who through their synergism create a dynamic agency that is a State and National leader in blindness rehabilitation.

As RSB strives to create opportunities for the personal and vocational success of blind or visually impaired Missourians, the SRC believes that with the proper training, alternative skills and assistive technology, those individuals who are blind can be vocationally, socially and economically competitive.

The SRC will continue to work cooperatively with RSB to improve the services offered to meet what we consider to be the unique rehabilitation needs of clients with visual disabilities. The following top five strategic priorities were developed by the SRC to ensure ongoing success for visually impaired Missourians:

1. Promote the full inclusion, participation, and integration of Missouri blind and severely visually impaired in the economic, social, cultural, and educational mainstream of society.
2. Through the SRC's advisory capacity assure that appropriate education and rehabilitation services increase the employment rate of blind and visually impaired in Missouri.
3. Promote and assure the continuation of specialized vocational rehabilitation services to consumers who are blind and severely visually impaired through specially trained professional staff with unique skills and knowledge of blindness.
4. In partnership with RSB, develop, agree to, and review the annual state goals and priorities, including strategies to address the unprecedented turnover the agency has experienced in recent years to ensure Missourians who are blind receive high quality service from qualified personnel.
5. In partnership with RSB, the SRC will work to implement new procedures congruent with the expectations of the Workforce Innovation & Opportunity Act, in order to ensure coordination all entities involved increasing access of blind Missourians to today's job market.

I am so thankful for the help I received from RSB. He was knowledgeable, encouraging and provided excellent service. The equipment I have received has changed my future! When I thought I must quit working because of my sight challenges, now I have a hope.

RSB Client

RSB District Map by Counties

2016

Kansas City
615 E 13th St. Rm 409
Kansas City MO 64106
816-889-2677

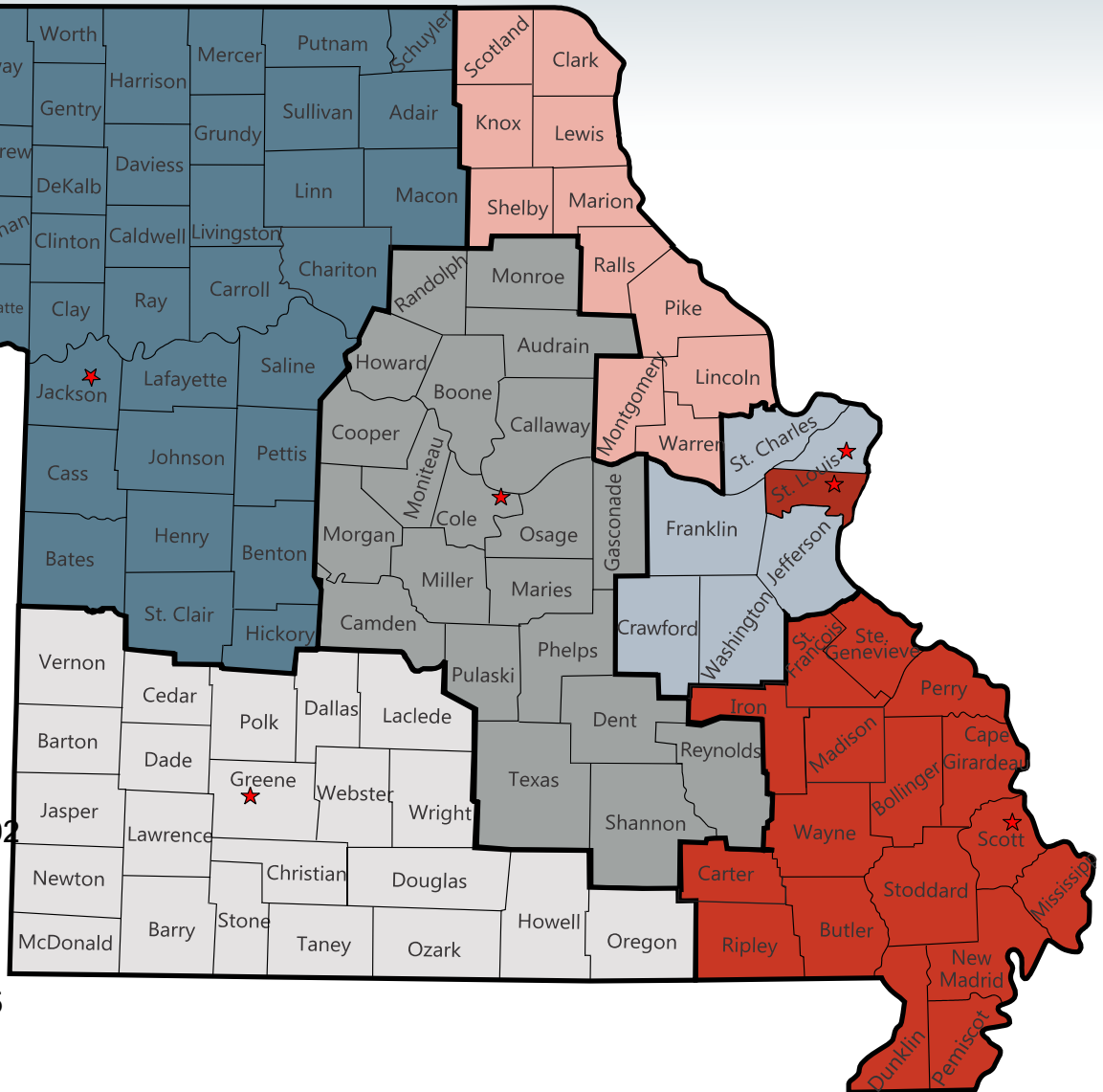
Southwest
149 Park Central Sq.
Rm 640
Springfield MO 65806
417-895-6386

Mid-MO
3418 Knipp Dr. Ste A-2
Jefferson City MO 65102
573-751-2714

St Louis North
9900 Page Ave. Ste 105
St. Louis MO 63132
314-264-7601

St Louis South
3867 Magnolia Ave.
St Louis MO 63110
314-933-7311

Southeast Office
106 Arthur St Ste E
Sikeston MO 63801
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www.dss.mo.gov/fsd/rsb/index.htm